

BUSINESS ANALYST IV

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Serves as a consultant to end-user community, designing unique business solutions to systems with a diverse architecture; performs comprehensive evaluations of existing or proposed computer-based systems. Directs and performs systems analysis and/or project management efforts involving computer-based functional requirements and performs related work as required. Coordinates the efforts of multi-disciplined technology team on enterprise-wide projects, provides leadership required to accomplish objectives with established time frames. Work is performed under general guidance and with minimum supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Analyzing needs; assisting in the design, development and testing computer systems and programs; preparing proper operational and application related documentation; providing technical support; writing Crystal Reports; training users.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Performs detailed, comprehensive technical and functional requirement studies; evaluating existing or proposed systems to assist in decision making.
- Develops specifications for new applications as well as changes to existing applications.
- Acts as liaison between departments and management or other government entities.
- Manages projects to integrate new software and hardware into current and new applications to create a more efficient and easier to use systems.
- Assists with coordination between various departments during the implementation of projects to insure both inter-operability and common interfaces.
- Coordinates interaction between various user departments during the implementation of projects to insure both inter-operability and common interfaces.
- Coordinates efforts among the various disciplines within the IT department to insure compliance to industry best-practices and departmental standards for the security, usability and performance.
- Approves and prepares detailed procedural documentation on use of various software applications as it relates to current use.
- Coordinates/conducts in house training sessions and/or coordinates vendor training sessions for users. Assists with in-house training sessions.
- Determines the need for changes and enhancements of the County's internet and intranet websites, along with the need to create databases and interact with databases to support web applications.
- Assists in the preparation of short range and long range automation plans for the County Government.
- Performs systems design activities for approved computer based applications.
- Conducts detailed discussions with representatives of other County agencies to review, evaluate, and analyze existing manual or computer based problems; summarizes problem characteristics; defines information processing requirements; suggests procedural and operating improvements when appropriate; defines and prepares needed data processing support.
- Presents oral and written reports concerning results of studies and/or project progress reports.
- Provides project team leadership over technical team and user staff including the organizing, controlling and reporting functions.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of principles of computer systems, procedures, analysis and design; comprehensive knowledge of programming languages and software packages; ability to analyze, evaluate functional requirements; install, maintain programs with the ability to design and assists in the development of logical solutions to problems; ability to develop procedures for the performance of all municipal information services; ability to assist users in solving complex hardware and application related problems; ability to train and provide support to computer users; ability to prepare project management reports and communicate technical information effectively both orally and in writing; ability to establish and maintain effective working relationships with associates, management and user department personnel.

EDUCATION AND EXPERIENCE:

Requires combination of education, training and experience equivalent to an Associates degree in computer science or related field; **and** 10 years experience in information systems and process redesign, managing and implementing all phases of the systems environment to development life cycle including at least 1 year of project management experience or large-scale project involving multiple departments/divisions; **or** possession of a Bachelor's degree in computer science, or related field, **and** 6 years experience in information systems and process redesign, managing and implementing all phases of the systems environment to development life cycle including at least 1 year of project management experience or large-scale project involving multiple departments/divisions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS: None.